

Employee Trust Funds

Telephone Message Center

**For Recorded Messages Call 1-800-991-5540
or 264-6633 (Local Madison)**

General Introduction to the Telephone Message Center

The Department of Employee Trust Funds offers a toll-free Telephone Message Center, to provide answers to the questions that participants ask most. The message center has recorded messages which provide detailed information on the various benefits available from the Wisconsin Retirement System (WRS), information about health, life and income continuation insurance, plus information that applies to persons who are receiving a monthly benefit from the WRS.

You can use the Telephone Message Center if you have a touch-tone phone; the system cannot be accessed with a rotary phone. To reach the message center, dial 1-800-991-5540, or if you are calling from the Madison area dial 264-6633. Once you reach the message center, you will be given menu options to follow. You can hang up at any time and the system will automatically disconnect. Messages are 30 seconds to two minutes in length.

The following is a list of the health insurance messages that are available by pressing the associated number on your telephone key pad.

- 1 - Listen to messages
 - 8 - Insurance Benefits
 - 1 - Health Insurance for Non-Annuitants
 - 1 - Who Can Be Covered Under Health Insurance as an Eligible Dependent
 - 2 - Annual Dual-Choice Enrollment Period
 - 3 - Changes in Family Status
 - 4 - Changes in Insurance Plans
 - 5 - How to File a Complaint About Your Health Insurance
 - 6 - Continuation and Conversion Coverage
 - 2 - Health Insurance for Annuitants
 - 1 - State Employees Sick Leave Credits to Pay for Health Insurance Premiums
 - 2 - Age-65 Medicare Coverage
 - 3 - Annual Dual-Choice Enrollment Period and Changes in Family Status
 - 6 - Dual-Choice Health Fair Locations